MICROTRANSIT IN DC STUDY

About the Service and TLC Study

Prepared



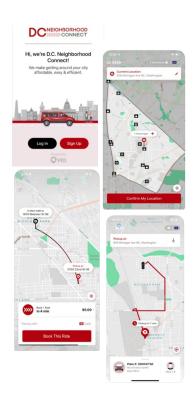
Prepared by:



ABOUT DC NEIGHBORHOOD CONNECT AND THE STUDY

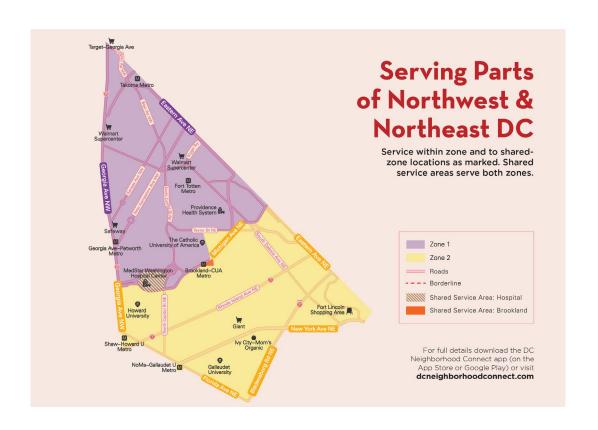
ABOUT DC NEIGHBORHOOD CONNECT

- Shared microtransit service supported by mobile booking (with call-in option) operated by the DC Department of For-Hire Vehicles
- Started in 2019 in NE DC, expanded to a zone in Ward 8 in 2021
- Operates in three zones in NE (primarily) and SE DC
- Currently zero-fare
- Service goals
 - Make affordable, curb-to-curb transit service available to residents in less accessible parts of the District
 - Connect residents to key destinations and high-frequency bus and rail services
 - Serve low-income residents, unbanked residents, and residents with disabilities.



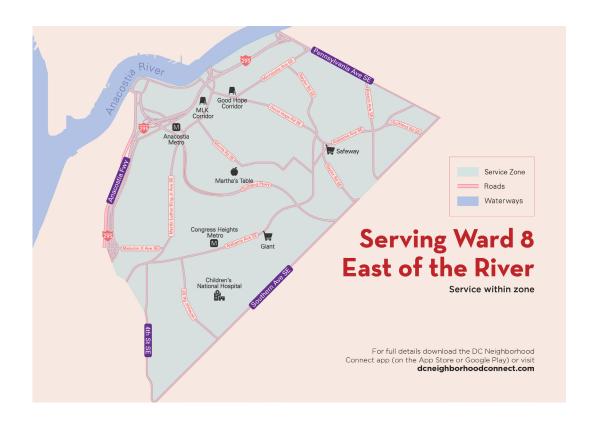


ZONES 1 AND 2 (NE AND NW)





ZONE 3 (WARD 8)





ABOUT THE STUDY

- Funded by the MWCOG TLC Program
- Directed by the District Department of For-Hire Vehicles (DFHV) in collaboration with DDOT
- Completed between October 2021 and June 2022; most data shown in this presentation are from late 2021.



STUDY PURPOSE

Identify ways for DC Neighborhood Connect microtransit service to:

- Enhance or maintain existing service quality (wait times and reliability)
 - Flexible technical assistance (driver shift support
- Increase ridership among the target populations
- Support connections to and ridership on buses and Metrorail
- Use financial resources efficiently



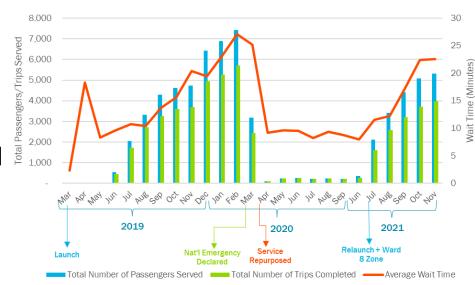


STUDY FINDINGS

EXISTING CONDITIONS

- Wait times increased significantly in all zones during 2021, particularly in Ward 8 – wait times in both zones were around 30 minutes.
- In 2021, 759 individual riders used service for an average of 3+ trip/week.
- No existing service standards
- Potential opportunities to adjust service to optimize performance

Ridership and Wait Time Trends from Mid 2019 to Late 2021



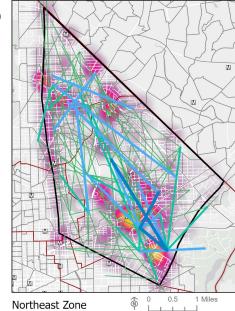
* In December 2021



EXISTING CONDITIONS IN NE/NW ZONE

2021 DCNC Travel Patterns and Destinations

- The original NE zone (now Zones 1 and 2) was too large.
 - Too-large zones result in less efficient service (measured in passenger trips per revenue hour).
 - Raised concerns about competing with rather than supporting fixed-route transit
- Analysis of trip origins and destinations showed over 75 percent of trips were within the northern or southern halves of the zone.
 - A small handful of riders were making a very large portion of the cross-zone trips.



Lines = Common Trip Patterns
Pink/Yellow = Common Trip Start/ End
Points



EXISTING CONDITIONS IN WARD 8 ZONE

- Trip patterns in Zone 3 in 2021 reflected lower overall usage compared to Zones 1 and 2.
- Significant activity at Anacostia Metrorail station, grocery stores, and several residences.



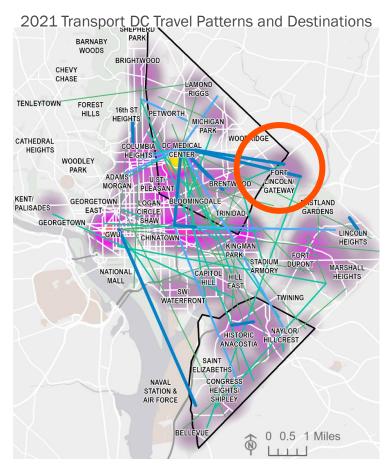
2021 DCNC
Travel
Patterns and
Destinations

Lines = Common Trip Patterns; Pink/Yellow = Common Trip Start/ End Points



TRIP ORIGIN/ DESTINATION FINDINGS

 A review of trips from TransportDC – same-day DFHV service for people with disabilities – indicated high demand for trips to and from the Fort Lincoln retail area.

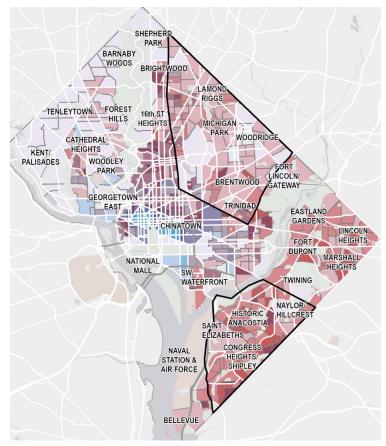


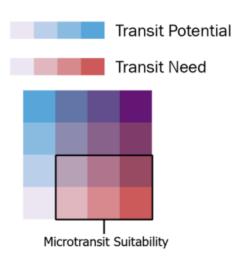


MICROTRANSIT SUITABILITY ANALYSIS

- Identifies areas most suitable for microtransit based on two variables:
 - The presence of populations with transit need (e.g., low-income, zerocar households)
 - Relatively low overall density (transit potential)

Districtwide Microtransit Suitability Results







MAY-JUNE 2022 SURVEY FINDINGS

- About the riders (n = 93):
 - 26% have a disability
 - ~60% from households with income under \$25,000; only 7% from households with income above \$85,000
 - 80% people of color
 - 72% female; 5% other
 - 66% said Metrobus was one of their primary modes of travel before using DCNC (38% for Metrorail)



SURVEY FINDINGS

- Average customer rating (of 10): 7
- Customers are willing, on average, to:
 - Pay up to \$3.46 per trip
 - Wait up to 16 minutes
- 25% said booking a trip is "difficult" or "very difficult" (62% said it's "easy" or "very easy")



WARD 8 ZONE FOCUS GROUP FINDINGS

- Participants who used the service were:
 - Very happy that service exists
 - Eager to know of any fare changes
- Some concerns identified related to:
 - Policies and hours of service
 - App not correctly identifying pick-up locations (e.g., going to the wrong side of a building)
 - Crowding and wait times
- Desires for:
 - Advanced booking option
 - Access to the Bellevue neighborhood, the William O. Lockridge Library (in Bellevue), and other shopping destinations



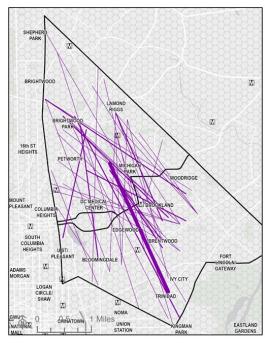


RECOMMENDATIONS

NORTHEAST ZONE SPLIT

- Due to the zone size issues (high wait times, long trips = reduced productivity), we identified a border to divide the zone into two while minimizing negative impacts.
- Service in the southern half (new Zone 2) was expanded to Fort Lincoln.
- Targeted outreach to most affected riders.

Most Common Observed DCNC Trip Patterns between Zones 1 and 2



Lines = Common Trip Patterns Lines are drawn to census block centroid, not actual O/D



PROPOSED MODIFICATIONS TO WARD 8 ZONE

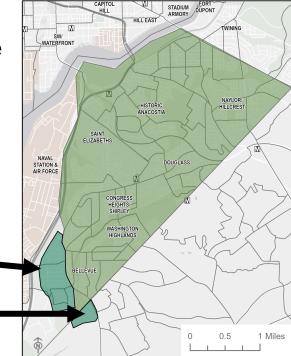
Bellevue i

Eastover —— Shopping Ctr.

Neighborhood

Ward 8 Zone - Proposed Expansion to Bellevue and Eastover

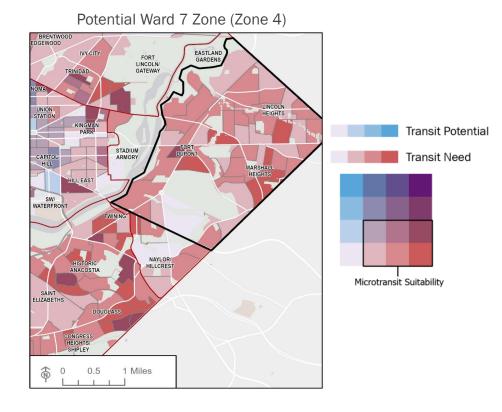
- Focus group participants expressed a desire to access destinations in the Bellevue area and more commercial destinations in general.
- These are very slight expansions of the zone (which is already large) but provide important connective service to important services.





POTENTIAL EXPANSION ZONE

- This zone encompasses the majority of Ward 7 (some of the ward is covered by Zone 3) east of the river.
- Expansion should occur only after wait times in existing zones are stable and there is sufficient capacity (vehicles, drivers, funding) to increase service.





OTHER EXPANSION OPPORTUNITIES

- Few other areas in the District have enough contiguous areas of microtransit suitability to recommend creation of a new zone.
- However, there may be opportunities to create occasional services (e.g., once or twice per week) to meet specific resident needs (e.g., senior shopping trips).





VEHICLE REQUIREMENTS AND SHIFTS

- We used factors such as proposed zone geography, vehicle speeds, deadhead miles, shared trip targets, and target wait times to estimate vehicle requirements.
- Using the estimates, the study team developed proposed driver shift schedules.

Zone 2	Pull Out	Pull-In		6:30-7ar	7-8am	8-9am	9-10am	10-11am	11am-12	Noon-1	1-2pm	2-3pm	3-4pm	4-5pm	5-6pm	6-7pm	7-8pm	8-9pm	9-10pm
Driver 1 - NE Southern	6:15 AM	10:45 AM	0.25	0.5	1	1	1	0.5	0.25										
Driver 2 - NE Southern	6:45 AM	3:15 PM		0.25	1	1	1	1	0.5	1	1	1	0.25						
Driver 3 - NE Southern	6:45 AM	3:15 PM		0.25	1	1	1	1	1	0.5	1	1	0.25						
Driver 4 - NE Southern	7:45 AM	12:15 PM			0.25	1	1	1	1	0.25									
Driver 6 - NE Northern	12:15 PM	9:15 PM							0.25	0.5	1	1	1	0.5	1	1	1	1	0.25
Driver 5 - NE Southern	1:45 PM	10:15 PM									0.25	1	1	1	0.5	1	1	1	1
Driver 6 - NE Southern	3:15 PM	10:15 PM								Tight given current fleet size, may need to swap w Drivers 18		0.25	0.5	1	1	0.5	1	1	1
Driver 7- NE Southern	3:15 PM	9:15 PM								may need to si	мар wr Бпуега та. 2	0.25	0.5	1	1	1	1	1	0.25

Each row = One driver shift, including time for pull-out/pull-in, deadhead (time spent driving to the service area without carrying passengers), and breaks



FARE RECOMMENDATIONS

- Free DCNC fares reduces ridership on fixed-route for trips that would be more cost effectively made by bus or rail.
- Recommended a fare for DCNC of \$3.00-\$3.50 per trip.
- DFHV could consider fare discounts (e.g., for low-income riders, or for additional riders making the same trip) to address affordability concerns.



RECOMMENDED SERVICE STANDARDS

Performance Metrics

Passenger trips per vehicle revenue hour

Average cost per passenger trip

Percentage of trips shared (aggregated)

Average and maximum wait times

Average trip distance

Percentage of trips starting or ending at a fixed-route hub (e.g., Metrorail station)

Alignment of rider demographics (based on target populations) with service area

Customer satisfaction



STUDY RELEVANCE

Expansion to Fort Lincoln area and division of previous NE/NW zone to create Zones
 1 and 2 implemented on March 28, 2022.



DC expands Neighborhood Connect shuttle service in Northeast and Northwest



WHAT'S NEXT FOR DCNC

CURRENT PERFORMANCE TRENDS

- Between January 2022 to December 2022:
 - Average trip distance declined (1.5 to 1.2 miles)
 - Ridership increased by 65%
 - Productivity is up:
 - □ Passenger trip per revenue hour increased in 2022 (2.6 to 3.4)
 - Deadheading distance decreased (2.4 miles to 1.8 miles)
 - Decreasing per-hour fuel and maintenance expenses
- Customer rating increased from 4.7 to 4.8.



TAKE-AWAYS

- Customers appreciate the service and its affordability.
- But there are still challenges:
 - Ridership is up; demand is difficult to meet.
 - Wait times are up despite initial decline in wait times after the zone split.
 - Vehicle delivery delays and driver shortages are inhibiting growth
 - Expecting 8 already-purchased vehicles to arrive in the coming months.
 - High rates of cancellations degrade service quality; zero-fare service removes financial penalty for cancellations.
- Zero-fare bus service in the District would reduce the incentive people have today to choose DCNC over taking the bus.



QUESTIONS?

SPECIAL THANKS TO MWCOG FOR FUNDING THE STUDY!



Operationalizing Equity: Bus Prioritization in Takoma Park, MD

January 24, 2023

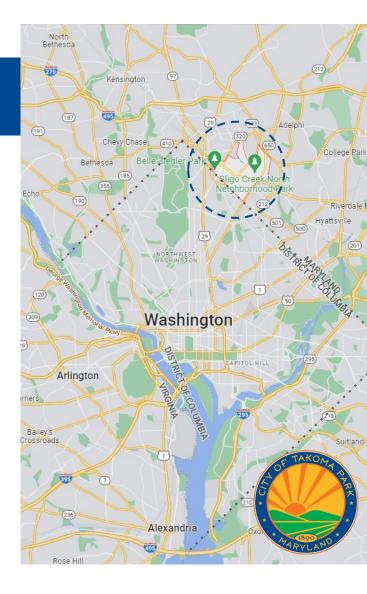
Presented by:

Alex Freedman
Acting Planning & Community Development Manager
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Introduction to Takoma Park, MD

Population | ~17,800 Area 2.4 mi² **Demographics** BIPOC | 54% **Renters** | **49%** Foreign-born | 30% Median Household Income | \$83,919 (60% AMI) **Transportation** Bus Systems | 3 (WMATA, Ride On, UMD) **Bus Stops | 138**

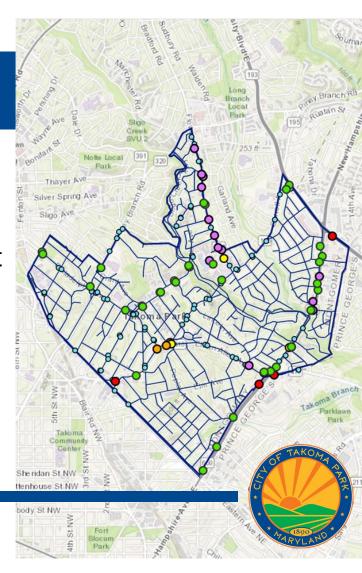


Bus Stop Prioritization

In 2020, Council passed a bus stop prioritization resolution and the City was awarded a \$50,000 technical assistance grant to take a look at our bus stop quality and ridership trends to create a prioritization plan.

Learn more at:

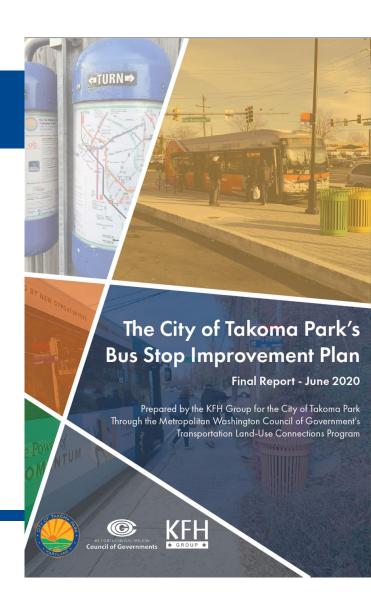
https://takomaparkmd.gov/government/housing-and-community-development/planning-and-community-development/bus-stop-improvements/



Bus Stop Improvement Plan

Multiple components:

- Compiled "best practice" standards for accessible bus stop design
- Conducted bus stop ADA assessment and inventory
- Developed "Improvement Guidelines"
 - Included a prioritization strategy



Bus Stop Improvement Plan - Prioritization

Figure 4-8: City of Takoma Park's Bus Stop Improvement Priority Factors



Figure 4-9: Potential Bus Stop Prioritization Score Weighting





Bus Stop Prioritization (cont'd)

In FY21, City Council approved \$60,000 for **five new bus shelters**, including the installation of new concrete bus pads.

Capital Improvement funding was allocated for the four following years, too.

Challenges persist via narrow rights of way and cross-jurisdictional ownership.



Bus Stop Prioritization - FY 23 Next Steps

- Add one new bus shelter at high-volume location
- Install benches at 10 existing bus stops
- Continue analysis for improved access and amenities at priority locations



Stay in touch!

Alex Freedman

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AGENDA

- I. Plan Schedule Refresher
- 2. Vision and Goals Planning Context
- 3. Plan Vision
- 4. Plan Goals and Measures
- 5. Historical Trends
- 6. What's Next (Phase II)



System Plan 2050 Update

Phase I June – December 2022 Phase 2 January – July 2023 Phase 3
July – December 2023

- Initiate coordination with peer agencies and stakeholders
- Set the System Plan 2050 Vision and Goals
- Evaluate ridership trends and potential new markets

- Develop future VRE service scenario alternatives
- Compare and refine future scenarios to best meet System Plan Goals
- Seek feedback from the public and stakeholder agencies

- Determine costs and funding for future operations and infrastructure
- Coordination with jurisdictions on appropriate station area land-use
- System Plan 2050 documentation, reviews, and Ops. Board adoption



Planning Context

RIDER SENTIMENTS

- Used to inform Plan Vision, Goals
- Combination of qualitative and quantitative factors
- Measures developed to screen service alternatives in Phase II

MARKET FORCES





EXISTING PLANNING PARADIGMS





RIDER SENTIMENTS

Common Themes:

- > "I choose VRE because of the fast, comfortable, stress-free commute."
- > "I chose my home (or work) location based on accessibility to a VRE station."
- > "I am new to VRE because of the Metrorail closures, and the commute has been good."
- > Frequent VRE riders feel 'part of the family' generally happy with the service provided yet forthcoming about recommended schedule changes to allow better transfers and reliability improvements.
- > Long-term, many riders desire more service: more peak frequency, more mid-day and late evening service, and weekend service.

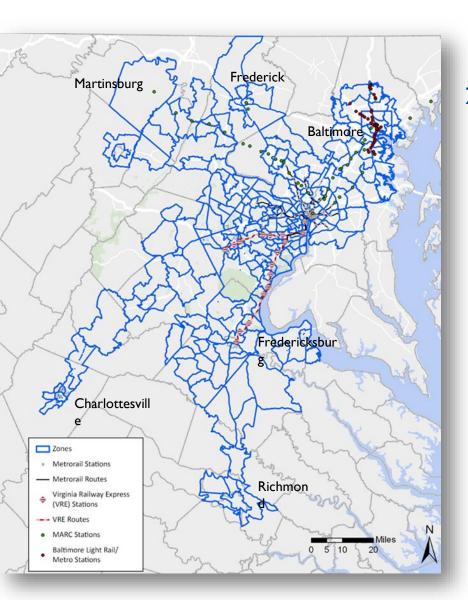


MARKET FORCES

- Telework patterns starting to solidify:
 - In Office:Tuesday-Thursday
 - At Home: Monday and Friday
- Unequal recoveries on each line
- New SOV commute options (tolls)
- Longer average distance trips in AM, but more trips occur in PM¹

1. From VRE System Plan analysis of ridership patterns and Replica/StreetLight origin-destination data for the zone network shown in the graphic on next slide.





Zone System used in Origin-Destination Analysis



Existing Planning Paradigms

VRE 2040 System Plan

Improve and Expand Service

Address Emerging Markets

VRE as Part of a Larger System

Partnerships to Add Capacity

VRE 2022 Organizational Goals

Commitment to VRE Mission

Service enhancements, ridership, & revenue growth

Enhance Sustainability

Prioritize diversity, equity & inclusion



Partner Coordination Activity in Phase I

- I. Arlington County
- 2. City of Alexandria
- 3. Fairfax County
- 4. Prince William County
- 5. City of Manassas
- 6. City of Manassas Park
- 7. City of Fredericksburg
- 8. Spotsylvania County
- 9. NVTC
- 10. OmniRide
- II. DRPT
- 12. VPRA

- Sought feedback on draft Vision and Goals
- Recorded concerns, suggestions
- Received feedback on future phases scope
- Provided local insight on potentially controversial topics



System Plan 2050 Vision

VRE will grow to serve the region as the transportation service of choice by creating meaningful connections and economic opportunities in a safe, sustainable, and equitable manner.



2050 System Plan Goals



1. Safety and Reliability



2. Market Growth and Financial Stability



3. Regional System Integration and Equitable Service



4. Sustainability and Resiliency



SAFETY AND RELIABILITY



TARGET		MEASURES	
X	Maintain System in a State of Good Repair	Annual Federal Transit Administration Transit Asset Management (TAM) Measures	
(1)	Maximize On-Time Performance and Service Predictability	On Time Performance (OTP) Metrics	
		Deviations from Standard Operating Plan	
A	Safety Incidents	Annual Federal Railroad Administration System Safety Program (SSP) Reporting Metrics	
	Customer Satisfaction	Customer Service Survey Results Scorecard	



MARKET GROWTH AND FINANCIAL SUSTAINABILITY



TARGET		MEASURES	
***	Maximize Daily Riders	Number of Daily Riders (ADR)	
=	Facilitate more diversified trip purposes	Number of "traditional" commute trips as a % of total VRE trips	
\$:	Meet or exceed % of operating costs through fare recovery set by VRE Operations Board	Fare Recovery Ratio	



REGIONAL SYSTEM INTEGRATION AND EQUITABLE SERVICE



TARGET		MEASURES	
000	Maximize connections among transportation modes and schedules	Number of transit connections	
		Travel time to regional destinations	
	Expand daily service offering including non-peak and weekend service	Ridership growth (%) of non-peak/ weekend trains	
<u>ato</u> , 9	Increase VRE station access modes	Jurisdiction plans to provide non-motorized and transit accommodations to/at VRE stations	
ii † }i	Increase service to underserved populations	Origins & destinations in Metropolitan Washington Council of Governments (COG) Equity Emphasis Areas (EEAs)	



SUSTAINABILITY AND RESILIENCY

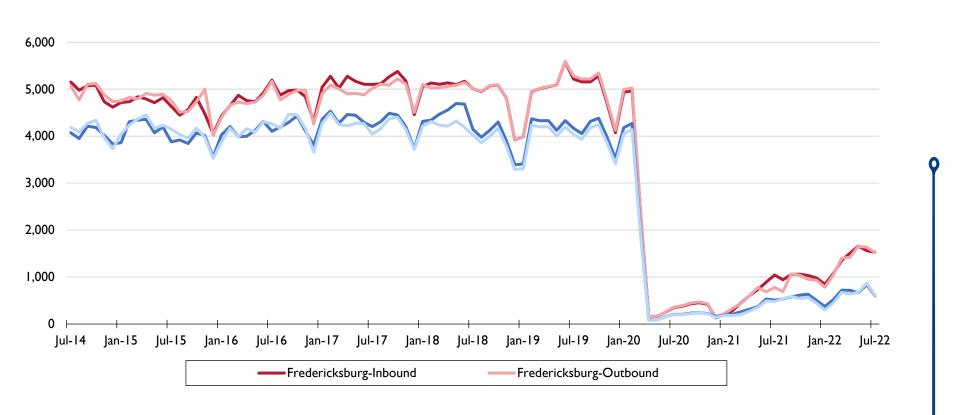


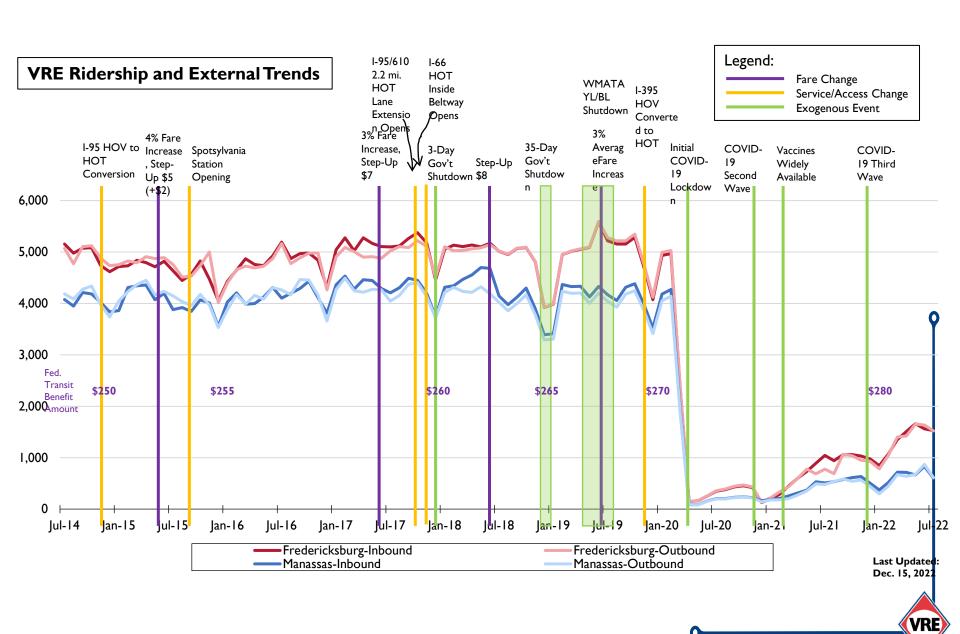
TARGET		MEASURES	
(4)	Participate in regional and statewide initiatives to reduce environmental impacts of transportation	Avoided greenhouse gas emissions	
	Promote VRE role in regional transportation resiliency	Passengers carried during regional or localized transportation disruptions	
	Develop infrastructure and operating standards to be more efficient and adaptive to climate change	Reduction in heat order/weather- related delays	
		Reduction in facilities' energy consumption	
		Lower asset lifecycle costs	



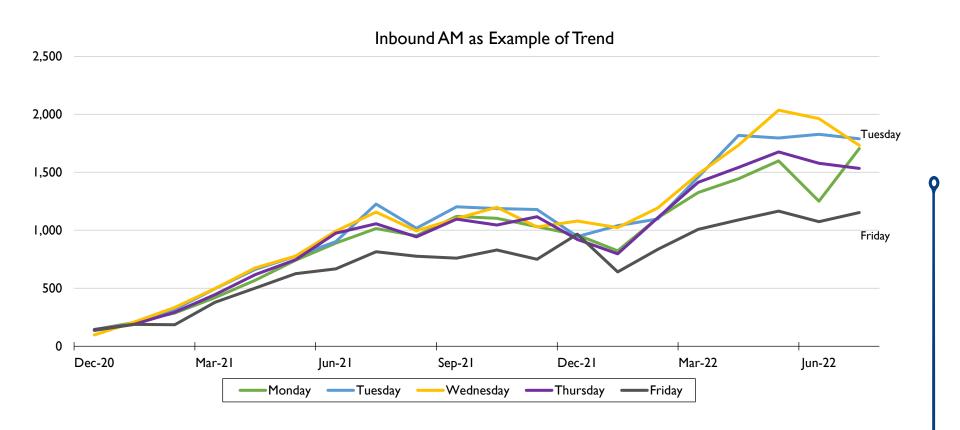


Average Daily Ridership By Line/Direction



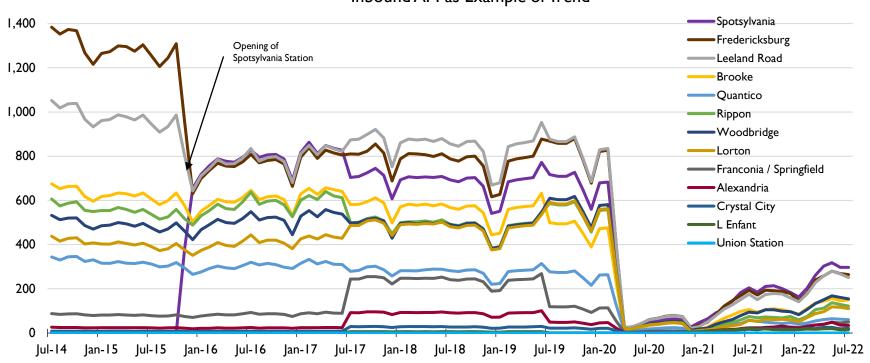


FBG Ridership by Day of the Week



EBG Line Average Daily Boardings by Station





FBG Ridership Recovery By Station

Station	Ridership Recovery Ratio (July 2022 compared to February 2020)
Spotsylvania	43%
Fredericksburg	34%
Leeland Road	31%
Brooke	34%
Quantico	33%
Rippon	25%
Woodbridge	29%
Lorton	23%
Franconia-Springfield	38%
Alexandria	34%
Crystal City	27%
L'Enfant	27%
Union Station	30%

WHAT'S NEXT FOR THE SYSTEM PLAN?

Phase II will include:

- I. Completion of ridership projections and market assessment for Baseline Scenario
- 2. Refinement of Baseline Scenario
- 3. Development of several "Action" service scenarios with screening down to 3
- 4. Robust public outreach effort to riders and non-riders (general pop. survey)
- 5. Continued stakeholder and jurisdiction coordination on scenarios

PLAN'S HUB SITE LOCATED HERE:

VRE.ORG/ABOUT/STUDIES-AND-REPORTS/2050/



VRE.ORG









STATE OF PUBLIC TRANSPORTATION REPORT 2022 - UPDATE

Pierre Gaunaurd Transportation Planner

Regional Public Transportation Subcommittee January 24, 2023



Presentation Items

- Purpose
- Background on the State of Public Transportation Report
- First Preview of 2022 Report Contents
- Next Steps



Purpose

- The purpose of the report is to provide a snapshot of public transportation activities in the region
- The report includes transit assets, ridership, and financial data, however the focus is on recent accomplishments and upcoming activities
- Data comes from the 2021 National Transit Database, which was released October 2022
- Accomplishments, plans, and studies come from past TPB RPTS meetings, input from organizational representatives, and web sources

STATE OF PUBLIC TRANSPORTATION

2021 Report July 6, 2022 DRAFT











Sections of the SOPTR

Executive Summary

 Overview of regional transit statistics in the national capital region by mode

Part I: COVID-19's Continued Impact on Public Transportation

- Overview of the health/safety actions taken and evolving responses by operators
- Impact on transit ridership numbers

Part II: Fixed Route Transit Services

 Profile sheets that include information on ridership, operational expenses, fleet size, number of routes, and bus stops.

Part III: Other Public Transit Services

Provides info. on other transit services
 (ex. paratransit and commuter services)

Part IV: Regional Public Transportation Organizations

 Information on organizations that operate, or provide research/project development for public transportation

Part V: Public Transportation Accomplishments

 Significant transportation projects or studies occurring during CY 2022

Part VI: Transportation Planning Board

 Information on how the TPB is assisting with regional public transportation



Review of 2022 Regional Activities

- Most onboard mask mandates lifted between April 18-19.
- Metrorail's Silver Line Phase 2 opens, extending heavy rail transit to Dulles International Airport and Loudoun County.
- Montgomery County's Brookville Bus Depot inaugurates its new solar microgrid, "the largest solar bus charging infrastructure project in the United States..."
- NVTC launches its transit dashboard, offering searchable and visualized fleet, ridership, performance, and other data on transit providers operating in Northern Virginia.
- PRTC/Omniride replaces an underutilized bus route with a new microtransit service operating in Manassas and Manassas Park







2022 SOPTR Preview: Bus Fleet Stats

Regional Bus Fleet Totals

(Local & Commuter)

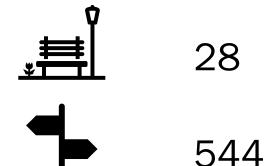


3,031

Not Including MetroBus Fleet

1,443

Regional LOTS Median Bus Stops/Routes



Maryland LOTS Totals

Routes





Stops

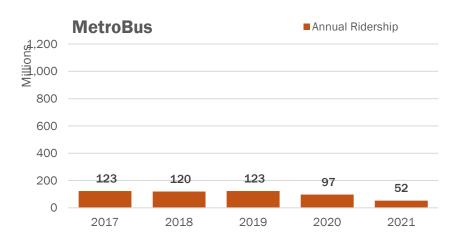
Virginia LOTS Totals

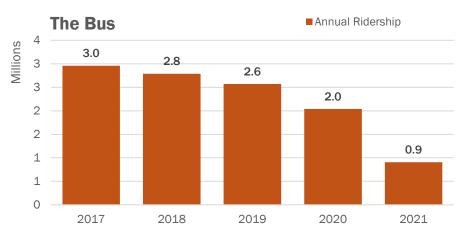
Routes Stops

5,872

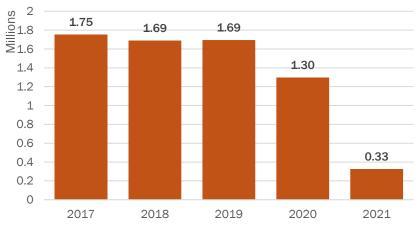


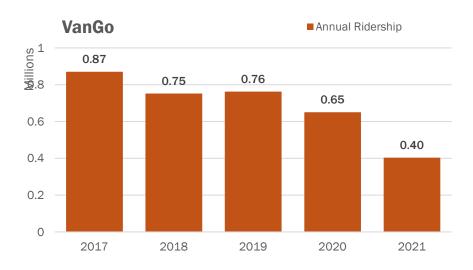
2022 SOPTR Preview: Ridership





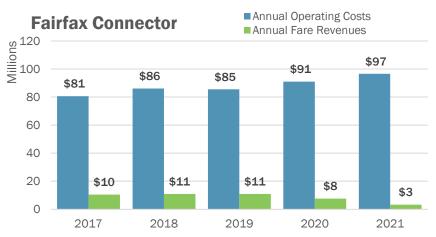
Loudoun County







2022 SOPTR Preview: Revenue/Expenses











2022 SOPTR Preview: Electric Buses

64 Battery Electric Buses in Service Across COG Region (incl. MetroBus)



14

27

22

D.C. Circulator (14)

Ride-On (14)

DASH (14)

*Blue = State Operator with Highest BEB Share (BEB Total)



2022 SOPTR Preview: Electric Buses

<u>BUSES</u>	Operator	Fleet Tot.	ZEB Fleet Tot. (12/2022)	Charger Types	BEB Fleet %
DC	Circulator	72	14	Plug-in	19.44%
MD	RideOn	382	14	Plug- in/Pantograph	3.66%
				down	
	TheBus	105	4		3.81%
	TransIT	44	9	Plug-in	20.45%
	VanGO	24	0	n/a	0.00%
VA	Fairfax Connector	346	8	Plug-in	2.31%
	CUE	12	0	n/a	0.00%
	Loudoun County Transit	112	0	n/a	0.00%
	ART	78	0	n/a	0.00%
_	DASH	101	14	Plug-in	13.86%
	OmniRide/PRTC	167	0	n/a	0.00%
WMATA	MetroBus (Reg/Express)	1,588	1	Plug-in	0.06%
TOTAL		3,031	64		



Next Steps

- Receive and process questionnaires to gather information from public transit providers
- Catalog 2022's major transit events and operator accomplishments in the region
- Provide regular updates on the progress of the 2022 SOPTR
- Provide drafts for input, questions, or comments
- Presentation to TPB Tech
- Final report by June 2023



Pierre Gaunaurd

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VISUALIZE 2050 AND THE 2025-2028 TIP

Transit Conformity Inputs- Network Coding Details

Jane Posey, TPB Transportation Engineer

Regional Public Transportation Subcommittee January 24, 2023



Visualize 2050: Transit Inputs



- Update to Region's Long Range Transportation Plan: Visualize 2050 (new name!) and 2025-2028 TIP Development
- TPB Scheduled to Approve Technical Inputs Solicitation
 Document In February 2023
- Preliminary inputs for the LRTP and Air Quality Conformity (AQC)
 analysis due July 1 to TPB staff for staff review and internal
 coordination



Visualize 2050: Transit Inputs



- Transit Network Coding Details Needed for Projects in the 2024 Update to Visualize 2050 Air Quality Conformity Analysis
- Review and Update Network Coding Assumptions for Existing Projects and Provide Assumptions for New Projects
- Provide Network Coding Details in Writing by July 1, 2023



Visualize 2050: Transit Inputs



Transit Network Coding Details Needed:

- ✓ Detailed Routes (street to street path)
- ✓ Stop Locations
- ✓ Peak and Off-Peak Headways
- ✓ Run Times
- ✓ Fare Assumptions



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2023 REGIONAL PUBLIC TRANSPORTATION SUBCOMMITTEE – MEETING AGENDAS

Pierre Gaunaurd Transportation Planner

Regional Public Transportation Subcommittee January 24, 2023

2023 RPTS Meeting Topics

Potential Topics for Presentations and Discussion

General Operations

 Updates from regional LOTS, such as Fairfax CUE's rebranding project, Maryland microtransit (RideOn Flex and PGC Link, transit safety, etc.

Emerging Tech

 Update on ART ZEB Pilot, OmniRide's Zero Emission Vehicles Study, opportunities for co-planning, collaborative planning with micromobility partners, etc.

Infrastructure/Resilience

Union Station redevelopment update and discussion, update on Arlington Mobility
Hub at Court House (a MWCOG TLC funded program project), tactical urbanism to
improve quality of service at transit stops, transit waste management/circularity



2023 RPTS Meeting Topics

Potential Topics for Presentations and Discussion

Funding

Presentation and roundtable on novel methods for funding transit

Workforce

- Recruitment and retention: Where are operators not having workforce issues and why? Outside region speaker/presentation?
- Cooperative ZEV service training

Equity

- Equity in Infrastructure Project and Chicago/Philly's joint certification of minority contractors – model for COG region?
- Roundtable of transit-focused public outreach and participation programs
- Environmental justice issues involving land use and public transportation



2023 RPTS Meeting Topics

What Are You Interested In Hearing About or Discussing?

What Do You Want From RPTS?

Let Us Know!



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